

SHILPI MITTAL

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PROFESSIONAL EDUCATION

- **Ph.D.** - Completed in the area of Management (Human Resource Management)
Topic of Research – Role Of Psychological Contract In Employees’ Retention: A Study Of Private Higher Education Institutes In Uttarakhand
- **Full time MBA** (Major - HRM & Minor - Marketing) from Graphic Era Institute of Technology **with 68% in 2007**
- **Full time BBA** (Major – Finance & Minor – Marketing) from Academy of Management Studies **with 70% in 2005 ((Batch Topper)**
- **Central Board of secondary Education, New Delhi, India**
 - **Intermediate School** - Army School, Dehradun in **Commerce Stream with Mathematics in 2002 with 79.8%**
 - **High School** - St. Mary’s Secondary School, Dehradun in **2000 with 74.8%**

ACADEMIC EXPERIENCE

Department of Higher education, Ministry of Human Resource Development, India

- **Working as Assistant Professor at Women Institute of Technology, Dehradun since June 23, 2020 till date**
Roles & Responsibilities include:-
 - Working in the capacity of Incharge, Applied Sciences Department
 - Working in the capacity of Incharge, Training & Placement Cell
 - Working in the capacity of Incharge, Admission Cell
 - Working in the capacity of Incharge, Student Scholarship Cell
 - Teaching subjects namely, Universal & Human Values & Principles of Management to B. Tech Students
 - Worked as Nodal Finance Officer for TEQIP-III
- **Worked as Assistant Professor at Graphic Era University, Dehradun since May 23, 2012 till June 22, 2020**
Roles & Responsibilities include:-
 - Presently the coordinator for B.Com (Hons) and teaching Business Communication
 - Taught Mass Com students in the field of HR, Marketing and Communication.
 - Part of International Affairs Team & managing international languages & international students
 - Associated with Alumni Team

- Member of Students' Affairs Team
 - Member of the Inter-school quiz being organized by GEU.
 - Member of the International Liaison Team.
 - Organized International Immersion Tour for MBA students.
- **Worked as Sr. Lecturer in Uttarakhand Institute of Management From November 10, 2008 till May 20, 2012**
Roles & Responsibilities included:-
 - Taught BBA, BCA, MBA &MCA students and subjects like Business Communication, Organizational Behaviour, Organizational Change & Intervention Strategies, Organizational Structure & Personnel Management, Consumer Behaviour, Human Resource Management, Human Resource Planning & Development, etc.
 - Taken Personality Development & Soft Skills Management Classes for various batches.
 - Worked as the Cultural Head and organized various cultural and academic events.

INDUSTRY EXPERIENCE

IT Sector

- **Worked as HR Executive in HCL Technologies Ltd. From January, 2007 to September, 2008.**
- Roles & Responsibilities included:-
 - Developing and maintaining effective working relationships between APAC*(Asia Pacific Countries) Onsite HR team and all departments in India.
 - Supporting APAC Onsite Human Resources BPs with resolving associate relations issues in a fair and equitable manner.
 - Involved in Employee Grievance Redressal and Issue Resolution and analyzing and the interpreting the same as RAG Analysis.
 - Worked as APAC Offshore HR BP and supported onsite team
 - Taking Pre Departure Orientation Session for APAC Countries through con calls or WebEx
 - Running various initiatives for onsite employees like Buddy Programme, Rewards and Recognition (R&R), Employee Handshake, etc.
 - Managing other special projects and duties as assigned with the APAC Onsite Human Resources BPs.
 - Worked on Contingency projects like:-
 - * Salary Fitment for Fiji
 - * Analyzed the Policies and Standardization of Policies across all geos where HCL exists
 - * Data Validation

*APAC – Australia, New Zealand, Singapore, Malaysia, Hong Kong, China, Japan

PUBLICATIONS

Details about books include:-

- Co-authored the research paper titled as “HR and Importance of Psychological Contract” published in Shodh Sarita, Vol. 7, Issue 28, October to December, 2020
- Co-authored the research paper titled as “Role of Psychological Contract in Employees’ Retention : An Introduction” published in Shodh Sarita, Vol. 7, Issue 28, October to December, 2020
- "Psychological Contract & its Implications on Faculty Retention in Uttarakhand Higher Education Sector" published in the International Journal of Research in Management & Social Science with ISSN: 2322 – 0899 and Impact Factor : 3.42 and presently indexed at 55 sites like index copernicus, isra, drji, citefactor etc. In 2018
- “Psychological Contract and its Role in Retention in Higher Education in Uttarakhand” published in the Journal of IMS Group, Vol. 14, Issue no. 2, July-December, 2017
- Research Paper titled “Role of Human Resource Management in enhancing the Quality & Standards in Hotel & Tourism Industry” published in – International Conference of Hospitality and Tourism (ICHT 2017), themed on “Trends, Issues and women in Hospitality and Tourism Industry” in January, 2017
- Research paper got published in 'Prabandhan', Management Journal of CMD, ISSN 2229-5267, Vol 5 (2), July-Dec 2013, titled "Changing Role of SHRM Vis-A-Vis Employer Brand Management: A Strategic HR Tool".
- Research paper with the title, “Diversity and Cross Cultural Dimensions at Workplace” at JK Padampat Singhania Institute of Management, Gurgaon, India got published in Journal in February 2011.
- Authored the book titled “International Marketing Group” including International Marketing, Rural Marketing & Industrial Marketing published with Anand Publications in 2010
- Co-authored the book “Sales & Distribution Management” published with Anand Publications in 2010

WORKSHOPS, CONFERENCES AND SEMINARS

- 1) Completed 12 week course work from July-Oct 2017 on Human Resource Development with 68%
- 2) Presented a paper on “Trends, Issues & Women in Hospitality & Tourism Industry” in International Conference on Hospitality & Tourism on January 20-21, 2017
- 3) Completed two weeks EDP Training under PMEGP conducted at the National Institute for Entrepreneurship & Small Business Development from March 16-27, 2015
- 4) Attended a week workshop at Nanyang Technical University in the area of Management in August, 2014.
- 5) Attended QIP on “Advances in the Management” from July 14 – 18, 2014 at IIT, Roorkee.
- 6) Attended a workshop on “Teaching Business Communication in 21st Century” at UPES on September 23, 2013.
- 7) Participated in two days workshop on “Case Based Learning” on 7-8 December, 2012 at Graphic Era University.
- 8) Represented Graphic Era University in the Indo-Global Education Summit & Expo, 2012 and were awarded the Excellence Award in Engineering Education held at Taj Deccan & Taj Krishna, Hyderabad

from September 7-9, 2012.

9) Participated Faculty Development Program on “Research Methodology & Statistical Analysis in collaboration with IBM” held at Graphic Era Hill University on June 21-23, 2012.

10) Completed training on “Leadership Imperatives” on May 18-19, 2012 at The Final Flourish.

11) Participated in the Conclave on Domestic Violence Act on April 24, 2011 at Law College, Dehradun. 12) Attended & presented a paper on “Diversity & Cross Cultural Dimensions at Workplace” in HR

Conclave, 2011 on World Class HR Practices: Strategy & Execution on 11-12 February, 2011 at JK Padampat Singhania Institute of Management & Technology, Gurgaon.

13) Participated in Faculty Development Program on “Experiential Learning for Deep Learning” organized by ICFAI University Flexi Education (IFEN) on November 10, 2010.

14) Attended a Quality Improvement Program on, “ Culture and Communication” organized by Indian Institute of Technology, Roorkee, India in the Department of Humanities & Social Sciences from June 21-June 25, 2010.

15) Participated & presented a paper entitled “Managing the Y Generation” in the National Seminar on “ Changing Trends in HRM” organized by ITS Institute of Management, Greater Noida on August 22-23, 2009.

16) Attended a Faculty Development Workshop on “Modern Teaching Techniques” and presented a research paper on the same conducted by INC (ICFAI National College) on January 3, 2009

17) Represented Graphic Era University in Education Expo held at Pragati Maidan, New Delhi on June 9-10, 2012

18) Represented GEU admissions & represented it at various national & international academic fairs including Nepal.

PROJECTS GUIDED

Various projects have been guided at university level and outside university level in multidisciplinary areas for both graduate & post graduate students.

EXTRA – CURRICULAR

- Worked as Cultural Head & organized various academic, cultural & placement events. Organized annual fest “Festla” in 2011
- Worked as associate editor of UTU Samvaad – UTU’s official newsletter
- Received various cheques and certificates of appreciation in HCL
- Worked as an active member of Talent Council of Employees’ First Council in HCL.
- Anchored, hosted and organised various shows at School, College and Official level.
- Participated in many dance & drama performances in School & College
- Was School Captain of Army School
- Was an active member of editorial, cultural & proctorial boards at College level.
- Participated & performed in Shiamak Davar’s SDIPA & cleared three levels.

ADDITIONAL INFORMATION

- Date of Birth : March 11, 1985
- Marital Status : Married
- Gender : Female
- Nationality : Indian
- Languages Known : English, Hindi
- Interests : Travelling, Listening music
- References : On demand